

DIGITAL TV

Frequently asked questions



Question: Is Integra Digital TV service is available at my address?

Answer: Please contact Integra Telecom Customer Care at 952.226.7000 to determine which services are available in your area.

Question: Which channels are available with Integra Digital TV?

Answer: With over 270 channels, you are sure to have your favorite entertainment and more. You can find the complete channel lineup on our website at www.getintegra.com

Question: Does Integra Digital TV require special equipment?

Answer: Integra Telecom provides digital receivers for each TV you would like the TV service on. Standard, High Definition and Digital Video Recorder (DVR) capable receivers are available. Local "off-air" only channels including WCCO, KSTP, KSAX etc. may be available with an antenna on TVs that are not connected to the Integra Digital TV system.

Question: Is an agreement required for Digital TV service?

Answer: In exchange for our competitively priced service and free standard installation, we ask that you sign a 12 or 24 month agreement. If you cancel your service within the agreement period, early termination fees may apply.

Question: Will Integra set up my surround sound and gaming systems?

Answer: Unfortunately due to liability issues, we are unable to connect other devices other than your digital receivers.

Question: Do you offer High Definition channels?

Answer: Over 50 HD channels are available for a low monthly charge. Note: HD capable TVs are required to view HD programming.

Question: Do you have Parental Controls?

Answer: The Integra Digital TV system provides many advanced features. Parental controls keep young eyes safe based on show rating, or specific channels. Your default PIN code is 0000. Each receiver will need to be set up separately. Please see the Digital TV user guide.

Question: Do you offer Pay-Per-View (PPV) or Video-On-Demand (VOD)?

Answer: At this time, PPV, and VOD are not available with Integra Digital TV service.

Question: What is included in Standard Installation?

Answer: Standard Installation includes up to 3 digital receivers. Additional receivers may be added for a fee. Since each home is unique, your installation may include the use the existing wiring in your home or new cables may be installed.

Question: What type of wiring is recommended?

Answer: Cat 5 wiring is ideal, however, coax cable as well as wireless devices may be used depending on your home.

Question: Can my Digital TV service be suspended if I take a long vacation?

Answer: Yes. We can suspend any or all services up to 6 months. Activation fees are required to re-activate the service when you return. Additionally the remaining months of your agreement will be added to the current agreement. Example: if your agreement begins in June, with a 12 month agreement, and you are going to be out of the area for 3 months, when you return, we will add 3 months to the remaining length of your agreement.

Question: I am going on vacation, should I unplug my equipment?

Answer: You may unplug your equipment, however, any DVR recordings which may be scheduled during your absence will not be recorded.

Question: My TV picture doesn't match my TV screen.

Answer: Pressing the # button on the remote will adjust the output of the digital receiver to fit the signal to your TV. Refer to the digital receiver user guide for more information.

Question: How many shows will my DVR hold?

Answer: The DVR will hold approximately 88 hours of standard definition programming, and approximately 44 hours of high definition programming, or a combination of the two. Please know that some channels will use more storage than others depending on how the channel is encoded.

Question: How do I use my DVR?

Answer: Recording programs is simple, either press guide, then record when you see a show you'd like to record. You can also record the show you are currently watching by pressing record. For more information, refer to your digital receiver user guide page 22.

Question: When will my DVR delete programs?

Answer: The digital receiver is normally set to delete programs manually. This can be changed in your Menu Settings

Question: How do I program my remote for a new TV?

Answer: Refer to the remote guide that you received at time of installation or go to www.getintegra.com for the remote control user guide.

Question: Why isn't my remote control working?

Answer: If the light on the front of the digital receiver flashes when you press a button, the remote is communicating with the receiver, if the light does not flash, press the STB button on the remote, if the problem continues, verify that there is a clear path from the remote to the receiver. You may also need to check the batteries in the remote.

Question: Guide data is different from the program that is being aired?

Answer: Occasionally, guide data may differ from the program being aired, unfortunately, Integra Telecom receives this information from the broadcaster, and cannot alter it.